

CAPPS Financials Service Requests (SRs) Report

Date of Report: March 1, 2022

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Count of Module
Accounts Payable	35
Asset Management	16
Billing	1
Cash Receipts	14
ePro	4
General Ledger	32
Interfaces	Acceptance Testing – Agency 1 Acceptance Testing – Statewide 2 Assigned 1 Awaiting Customer 4 In Work 7 Pending Prod Approval 2 Total 17
None	Assigned 2 Awaiting Customer 1 Total 3
Not Applicable	6
PeopleTools	2
Project Costing	30
Purchase Orders	18
Reports	40
Security	39
Strategic Sourcing	1
Suppliers	Assigned 3 Awaiting Customer 1 In Development 1 In Work 1 Total 6
Training	1
Travel and Expense	Assigned 6 Awaiting Customer 2 In Development 1 In Work 7 Total 16
Workflow	8
Grand Total	289

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance.)

Status	Count of Module
Acceptance Testing-Agency	5
Acceptance Testing-Statewide	4
Assessment	11
Assigned	131
Awaiting Customer	44
In Development	9
In Work	69
Pending Prod Approval	7
Select One	1
System Test	8
Grand Total	289

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Count of Module
Accounts Payable	5
Asset Management	1
Billing	1
Cash Receipts	4
General Ledger	16
Interfaces	5
None	2
Not Applicable	1
PeopleTools	2
Project Costing	4
Purchase Orders	2
Reports	5
Security	10
Strategic Sourcing	1
Suppliers	1
Training	1
Travel and Expense	7
Workflow	1

Totals

Priority	Module Count
High	69
Medium	134
Low	86
Grand Total	289

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing-Agency	2
Acceptance Testing-Statewide	1
Assessment	1
Assigned	31
Awaiting Customer	9
In Development	1
In Work	21
Pending Prod Approval	2
System Test	1
Grand Total	69

All SRs by Status

(Includes Closed, Completed after 02/01/22)

Status	Count of Status
Acceptance Testing-Agency	5
Acceptance Testing-Statewide	4
Assessment	11
Assigned	131
Awaiting Customer	44
Hold	11
In Development	9
In Work	69
Pending Prod Approval	7
Select One	1
System Test	8
Grand Total	300

CAPPS Financials Trend Report – Service Requests

February 2021 – February 2022

Status	Feb. 2021	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb. 2022	Totals
OPENED	329	503	473	428	413	411	559	465	523	449	398	327	373	5651
CLOSED	437	633	503	464	445	418	535	489	494	479	429	339	337	6002

